

NEIGHBORHOOD SERVICES OFFICER

GRADE: 15

FLSA: NON-EXEMPT

CHARACTERISTICS OF CLASS:

The Neighborhood Services Officer performs intermediate technical and responsible administrative work using a proactive approach in securing and maintaining compliance with ordinances and regulations relating to domestic animals and wildlife to ensure humane treatment and public safety. The physical demands are moderate with somewhat disagreeable working conditions when working in the field. The work is subject to established practices and procedures with general supervisory review and has meaningful impact on individual citizens.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Patrols the City on foot and in vehicles seeking animals that are not under the control of a responsible person as required by the Animal Control section of the Rockville City Code.
- Rescues stray, endangered, sick, or injured animals and takes appropriate action.
- Inspects for unlicensed dogs.
- Receives complaints regarding loose or unlicensed animals, apprehends the animal and impounds it.
- Works with the City's Nature Center Supervisor and wild life management team on wild life issues.
- Takes enforcement action as required; issues a wide variety of citations concerning such issues as animal ownership, cruelty, and neglect.

- Appears and testifies in Court or before the Animal Matters Board as required.
- Contacts animal owners and courteously informs them of violation and fee structure.
- Mediates disputes between neighbors concerning animal matters.
- Transports unclaimed or unwanted animals to the Humane Society.
- Ministers to or has diseased or injured animals cared for by a veterinarian; humanely disposes of diseased or injured animals as necessary.
- Apprehends and has animals tested that are suspected of having a disease such as rabies or West Nile virus.
- Maintains required records; makes necessary reports; reviews procedures with supervisor and suggests revisions.
- Issues parking tickets and abandoned vehicle citations.
- Attends Board hearings, rabies clinics and control classes.
- Administers off leash testing.
- Performs related work as assigned.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to graduation from high school and some experience in the care and handling of animals, code enforcement or related work. Must possess a driver's license valid in the State of Maryland. Must attend and pass an Animal Control Academy and Animal Cruelty Investigation School levels 1 and 2.

Preferred Knowledge, Skills and Abilities:

- Knowledge of the City codes, ordinances, regulations and procedures pertaining to animal custody, licensing, quarantine and disposal, parking and abandoned motor vehicles.
- General knowledge of Police Department rules and regulations.
- Knowledge of City geography.
- Basic work processing skills.
- Skill and compassion in the handling of diseased and unwanted animals.
- Ability to maintain daily records.
- Ability to understand, record, and report complaints to other Neighborhood Services Officers by radio.
- Ability to operate a light truck safely.
- Ability to deal courteously and tactfully but firmly when necessary with animal owners contacted in the course of work.
- Ability to understand and carry out oral and written regulations and procedures.
- Ability to provide information and to convey explanations of applicable ordinances and procedures while under unfavorable circumstances.